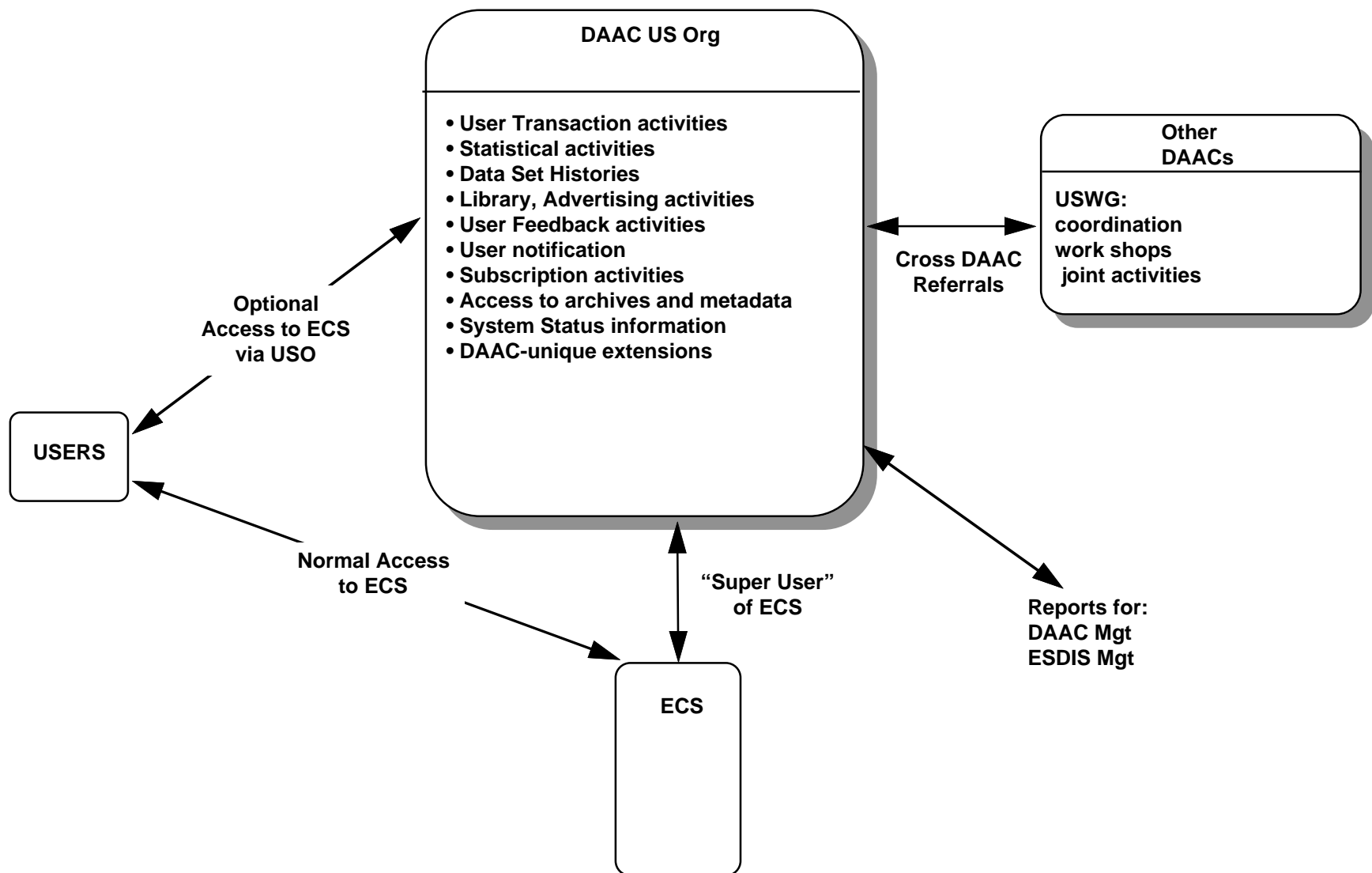- "Pull Users" encompasses the entire potential ECS user population, including scientists, graduate, undergraduate and the K-12 students.

- User Services is the arm of each DAAC providing "extensive support services for each product archived at the DAAC."

DAAC US Org

- User Transaction activities
- Statistical activities
- Data Set Histories
- Library, Advertising activities
- User Feedback activities
- User notification
- Subscription activities
- Access to archives and metadata
- System Status information
- DAAC-unique extensions

Other DAACs

USWG:
coordination
work shops
 joint activities

Cross DAAC
Referrals

Optional
Access to ECS
via USO

USERS

Normal Access
to ECS

"Super User"
of ECS

ECS

Reports for:
DAAC Mgt
ESDIS Mgt

- **DAAC User Services Staff:**
  - **Provide the human interface between users and the ECS**
    - » **Knowledgeable about each data set, providing guidance to users about how data were processed, quality of data, how data could be used, etc.**
    - » **Place, modify, track data orders (also a user capability)**
    - » **Provide referrals to individuals inquiring about data archived at other DAACs.**
    - » **Provide instruction for using all aspects of the EOSDIS**
    - » **Receive and document user problem reports**
  - **Assist in establishing standard metrics for measuring user activity across all DAACs and in the collection and analysis of statistics**
  - **Work with instrument team and investigators during early stages in the planning for data collection.**

- **ECS Contractor DAAC assistance:**
  - **Provide training and technical support to DAAC User Services personnel**

Subsystems Involved: MSS, CLS, IOS

Process	Tools Available	Functionality/Capability Desired
Place, modify, status orders for users	**V0 Client Order Status Tool**	**At users' request, act as their proxy in interacting with ECS**
Interact with accounting system	**(Not a Release A capability)**	**Status account on users behalf, handle debits and credits**
Assist users having access problems	**User Profile Tool**	**Access to user profiles to verify user's ID. Issue temporary password**
Disseminate answers to FAQs and FOPs	**HTML**	**Create an evolving set of answers to FAQs and solutions to FOPs readily accessible to USOs across the ECS and easily disseminated to users**
Search previously filled orders	**Order Status Tool**	**Facilitate cross-DAAC sharing of inquiry resolutions and reduce reliance on referrals**

Process	Tools Available	Functionality/Capability Desired
Statistics Collection	TBS	Access statistical data and generate outputs on demand to satisfy needs of management
Subscription Services	Subscription Tool	Look up, add, delete, modify subscribers to current and future data.
Pseudo-user	All	Ability to function as a specific user to access archive information, metadata using user tools through specifically designed US windows
Status of System	NMS	Access current and scheduled H/W & S/W status to answer user queries
Access to DAAC-unique extensions	Advertising Tool	Ability to access DAAC-unique extensions from the US Transaction Tool workbench